



2N® Helios IP Safety

Emergency IP Intercom



Installation Manual

Version

2.1

www.2n.cz

The 2N TELEKOMUNIKACE a.s. is a Czech manufacturer and supplier of telecommunications equipment.



The product family developed by 2N TELEKOMUNIKACE a.s. includes GSM gateways, private branch exchanges (PBX), and door and lift communicators. 2N TELEKOMUNIKACE a.s. has been ranked among the Czech top companies for years and represented a symbol of stability and prosperity on the telecommunications market for almost two decades. At present, we export our products into over 120 countries worldwide and have exclusive distributors on all continents.



2N® is a registered trademark of 2N TELEKOMUNIKACE a.s. Any product and/or other names mentioned herein are registered trademarks and/or trademarks or brands protected by law.



2N TELEKOMUNIKACE a.s. administers the FAQ database to help you quickly find information and to answer your questions about 2N products and services. On www.faq.2n.cz you can find information regarding products adjustment and instructions for optimum use and procedures „What to do if...“.



2N TELEKOMUNIKACE a.s. hereby declares that the 2N® Helios IP Safety product complies with all basic requirements and other relevant provisions of the 1999/5/EC directive. For the full wording of the Declaration of Conformity see the CD-ROM enclosed or our website at www.2n.cz.



This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



The 2N TELEKOMUNIKACE a.s. is the holder of the ISO 9001:2009 certificate. All development, production and distribution processes of the company are managed by this standard and guarantee a high quality, technical level and professional aspect of all our products.

Content

1. Product Overview	4
1.1 Components and Associated Products	6
1.2 Terms and Symbols	9
2. Description and Installation	10
2.1 Before You Start	11
2.2 Mechanical Installation	12
2.3 Electric Installation	23
2.4 Extending Module Connection	27
3. Function and Use	32
3.1 Configuration	33
3.2 Maintenance	36
4. Technical Parameters	37
5. Supplementary Information	39
5.1 Troubleshooting	40
5.2 Directives, Laws and Regulations	41
5.3 General Instructions and Cautions	43

1. Product Overview

Here is what you can find in this section:

- [1.1 Components and Associated Products](#)
- [1.2 Terms and Symbols](#)

Basic Features

2N® Helios IP Safety is a highly resistant and reliable IP door access intercom provided with a lot of useful above-standard functions. Supporting the SIP standard and being compatible with the leading IP PBX and telephone suppliers, **2N® Helios IP Safety** can make use of all VoIP services. **2N® Helios IP Safety** can work as a standard or emergency door access intercom for buildings, entrances to premises or garages, manufacturing halls, highways and so on.

2N® Helios IP Safety is equipped with two very sensitive microphones and an up to 10 W loudspeaker. Thanks to an integrated acoustic echo cancelling (AEC) system, the product provides mutual audibility even of persons talking at the same time under normal conditions.

2N® Helios IP Safety can be equipped with a colour wide-angle camera, which displays the calling person on the called party's video telephone or PC monitor.

2N® Helios IP Safety can be provided with 1, 2 or 4 pre-programmed buttons. You can set up to three telephone numbers and time profiles for each of the buttons to increase the accessibility of the called party.

2N® Helios IP Safety can be equipped with a numerical keypad to be used as a code lock for lock switch activating or telephone/subscriber number dialling.

2N® Helios IP Safety is equipped with an electric lock switch. You can control the switch using a numerical keypad or, during a call, using any telephone set. An additional switch module can be installed if necessary. A wide range of settings allow for a variety of applications.

2N® Helios IP Safety can also be provided with RFID card reader modules.

2N® Helios IP Safety is very easy to install. All you have to do is connect the system into your LAN via a network cable and feed it from a 12 V power supply or your PoE supporting LAN.

Configure **2N® Helios IP Safety** using your PC via any web browser. Use the **IP Manager** to manage extensive **2N® Helios IP Safety** systems easily and quickly.

Advantages of Use

- Uncompromising Antivandal design
- High coverage level – up to class IP69K
- Variable mounting options (brick/plasterboard flush mounting, surface mounting)
- Sensitive microphone and powerful loudspeaker
- Bidirectional communication – acoustic echo cancelling
- Integrated colour camera with wide-angle lens
- Optional dial buttons including name tags and backlight
- Optional numerical keypad with backlight
- Integrated electronic lock switches with wide setting options
- Optional integrated RFID card reader module
- LAN (PoE) or external 12 V power supply
- Configuration via web interface or dedicated PC application
- SIP 2.0 support
- Up to 999 telephone directory positions
- Up to 20 user time profiles
- Video codecs (H.263+, H.264, MPEG-4, JPEG)
- Audio codecs (G.711, G.729)
- HTTP server for configuration
- SNTP client for time synchronisation with server
- RTSP server for video streaming
- SMTP client for e-mail sending
- TFTP client for automatic configuration and firmware update

1.1 Components and Associated Products

Basic Units

	<p>Part No. 9152101 1 button</p> <p>Part No. 9152101W 1 button, 10 W loudspeaker, IP69K</p>
--	---

2N® Helios IP Safety is designed for outdoor applications and requires no additional roof. W-including Part Nos. are intended for WAP pressure cleaning and extremely noisy environments (such as highways, etc.).

2N® Helios IP Safety units can wall mounted without requiring any additional accessories. Use the appropriate mounting box (see below) for plasterboard and flush mounting.

Mounting Accessories

		
Part No. 9152000 Mounting frame orange Aluminum	Part No. 9151001 Brick flush mounting box Stainless steel	Part No. 9151002 Plasterboard flush mounting box

VoIP Telephones

	
Part No. 91378351 Grandstream GXV3140 VoIP video telephone	Part No. 91378354 Grandstream GXV3175 VoIP telephone

Electric Locks

		
Part No. 932070E BEFO 1211 12 V / 600 mA	Part No. 932080E BEFO 1221with momentum pin	Part No. 932090E BEFO 1211MBwith mechanical blocking

Power Supply

		
Part No. 91378100E Part No. 91378100US PoE injector	Part No. 91341481E Adapter 12 V / 2 A A stabilised power supply has to be used if the Ethernet (PoE) power supply is not available.	Part No. 932928E 12 V transformer

Additional Modules

		
Part No. 9151010 Additional switch with normally open/closed contact and 12 V switched output.	Part No. 9159010 Security Relay	Part No. 9137410E External IP relay

1.2 Terms and Symbols

The following symbols and pictograms are used in the manual:

 **Safety**

- **Always** abide by this information to prevent persons from injury.

 **Warning**

- **Always** abide by this information to prevent damage to the device.

 **Caution**

- **Important information** for system functionality.

 **Tip**

- **Useful information** for quick and efficient functionality.

 **Note**

- Routines or advice for efficient use of the device.

2. Description and Installation

Here is what you can find in this section:

- [2.1 Before You Start](#)
- [2.2 Mechanical Installation](#)
- [2.3 Electric Installation](#)
- [2.4 Extending Module Connection](#)

2.1 Before You Start

Product Completeness Check

Before you start please check the contents of your **2N® Helios IP Safety** delivery:

- 1x **2N® Helios IP Safety**
- 1x Torx 10 / Torx 20 double-ended wrench
- 1x spare sealing for big bushing for a thick cable, one hole
- 1x big blank with nut
- 1x this manual
- 1x mounting template
- 4x screws (5 x 80) mm
- 4x "intelligent" (8 x 50) mm dowels

 **Note**

- Mounting frame is not included – it is sold separately as order no. 9152000.
- Bushing set is the same as for **2N® Helios IP Safety**, but bushings are already mounted.

2.2 Mechanical Installation

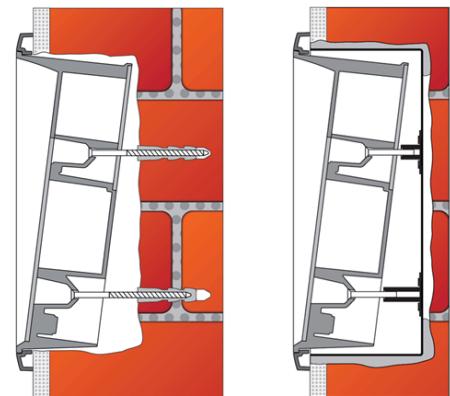
Mounting Type Overview

Refer below for a list of mounting types and necessary components.

Flush mounting – classic bricks

What You Need:

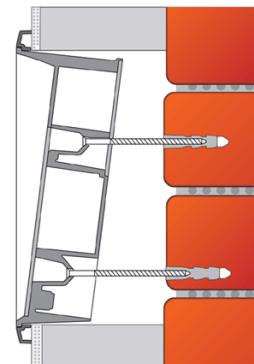
- A precisely cut hole or, optionally, the brick flush mounting box, Part No. 9151001
- Hole: (132 × 223 × 83) mm (with flush mounting box)
- Hole: (112 × 220 × 70) mm (without flush mounting box)



Flush mounting – thermally insulated wall

What You Need:

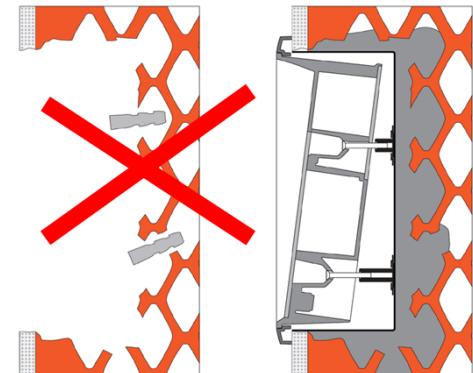
- Longer screws (depending on the thermal insulation thickness)
- Hole: (112 × 220 × 70) mm



Flush mounting – hollow bricks

What You Need:

- Brick flush mounting box, Part No. 9151001
- Hole: (132 × 223 × 83) mm



Flush mounting – plasterboard wall

What You Need:

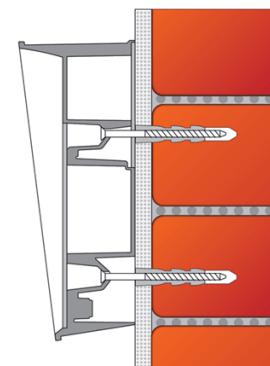
- Plasterboard flush mounting box, Part No. 9151002
- Hole: (118 × 235) mm



Wall mounting (concrete and steel structures, entry barrier columns, etc.)

What You Need:

- Just your **2N® Helios IP Safety** unit



**Caution**

- The warranty does not apply to the product defects and failures arisen as a result of improper mounting (in contradiction herewith). The manufacturer is neither liable for damages caused by theft within an area that is accessible after the attached electric lock is switched. The product is not designed as a burglar protection device except when used in combination with a standard lock, which has the security function.
- When the proper mounting instructions are not met, water might get in and destroy the electronics. It is because the intercom circuits are under continuous voltage and water infiltration causes an electro-chemical reaction. The manufacturer's warranty shall be void for products damaged in this way!

Common Mounting Principles

**Tip**

- Select flush mounting where possible to make your product elegant looking, more vandal resistant and more secure.
- You can purchase the flush mounting box in advance and hire an installation professional to make the basic installation work. Moreover, the mounting box helps you align the intercom vertically (with a deviation of up to 2°).

**Caution**

- Make sure that the dowel holes have the required diameter. If the diameter is too large, the dowels may get loose. Use some suitable building adhesive to keep the dowels in place.
- Make sure that the hole depth is sufficient too! The dowel length is 50 mm and the screw length is 90 mm.
- Remember that dowels of poor quality may easily get loose and fall out of the wall!
- Stainless steel screws are used for the **2N® Helios IP Safety** assembly. Other screws than stainless steel ones corrode soon and may aesthetically deteriorate the surrounding environment!
- Having removed the front panel, make sure that no dirt gets inside the product (especially onto the sealing surface and microphone sound guides).

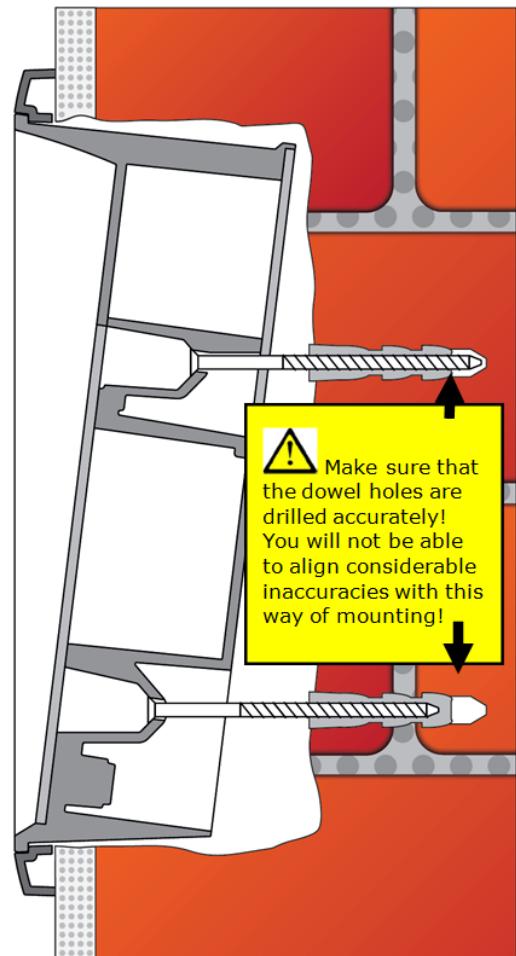
**Note**

- The microphone sound guides are normally loose after the front panel is removed! The screw is only used as a fall-out protection during installation.

Flush Mounting – Classic Bricks

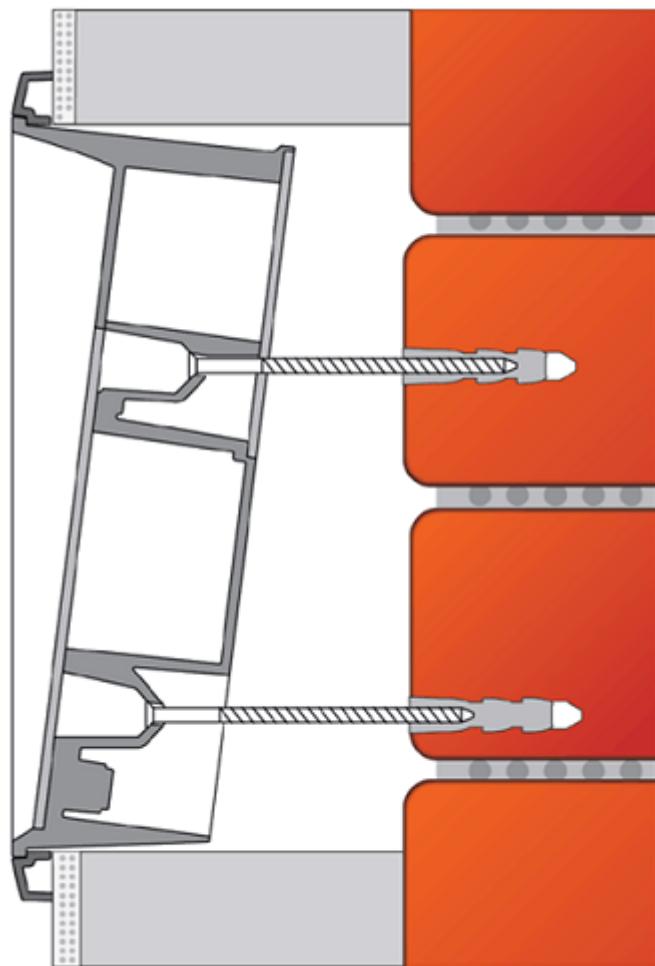
If you use the brick flush mounting box, follow the instructions included in the box. If you do not use the mounting box, follow the instructions below:

1. Make a hole using the template. Suppose that all the required cables have been carried into the hole.
2. Unpack the frame, put the intercom inside and place the set onto the hole to make sure that the hole is deep enough and the uneven edge is perfectly covered with the frame.
3. Make sure that the dowel holes are drilled accurately! You will not be able to align considerable inaccuracies with this way of mounting! Push or hammer the enclosed dowels into the drilled holes. Use some suitable building adhesive if the dowels are too loose.
4. Remove the front panel from the intercom.
5. Select the holes for cable supply. Insert the blanks into the other holes. Apply the cable bushings or a suitable sealant to prevent penetration of insects or water. You can also insert the small bushing in the intercom bottom hole.
6. Put the frame on the intercom.
7. Place the intercom into the hole while introducing the cables. Leave some of the cables inside the unit as a reserve and the rest under the intercom bottom.
8. Insert the enclosed screws in the lateral mounting holes making sure they have penetrated into the dowels. Tighten all the screws properly. Tip: The screw tightening sequence may affect the intercom position.
9. We recommend to seal the frame – wall gap with a silicone or another sealant to avoid wall dampening as a result of water leakage.
10. Do not complete mounting until you have finished electrical installation – refer to Mounting Completion



Flush Mounting – Thermally Insulated Wall

Cut out the thermal insulation layer using the template (the same as for classic brick wall).



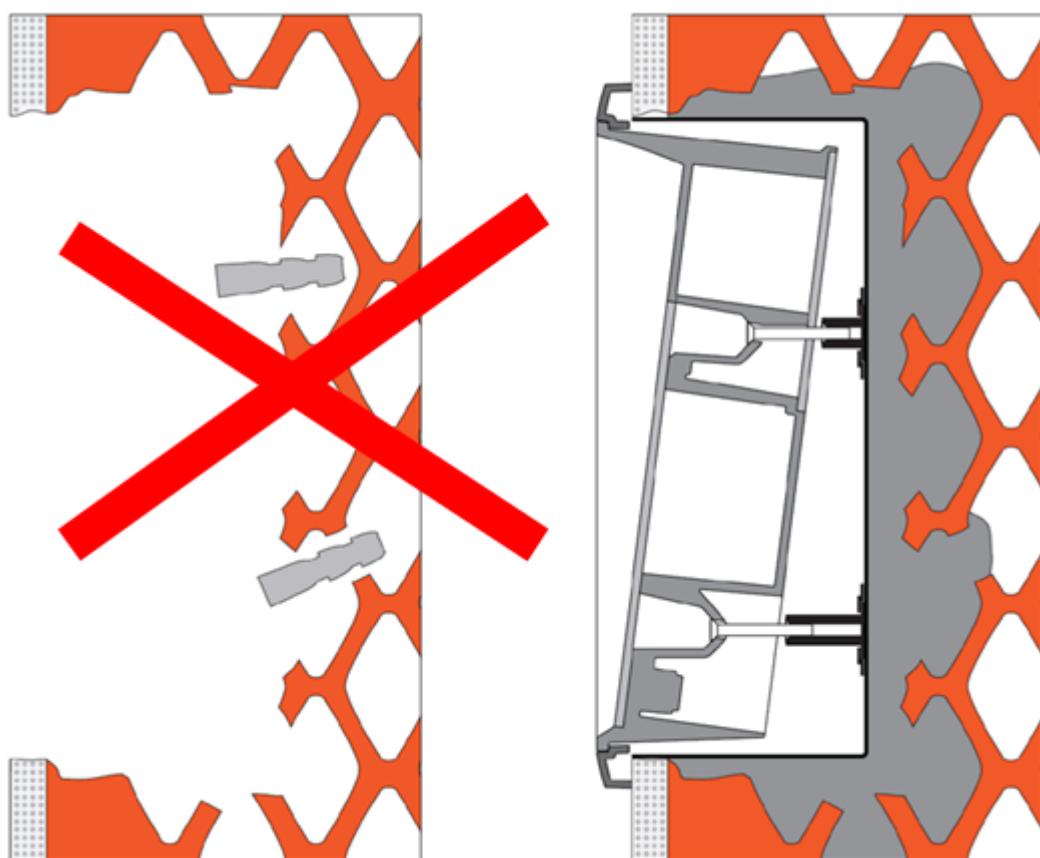
Caution

- The hole depth depends on the insulation layer thickness. If the insulation layer is rather thick, you may need longer screws! If there are hollow bricks under the insulation, make sure that your screws pass through the whole dowel (50 mm) and fix the dowel reliably.
- Make sure that the dowel holes have the required diameter. If the diameter is too large, the dowels may get loose. Use some suitable building adhesive to keep the dowels in place.
- Make sure that the hole depth is sufficient too! The dowel length is 50 mm and the screw length is 90 mm.

Suppose that all the required cables have been carried into the drilled hole. Now follow the instructions applicable for classic brick flush mounting. However, remember that thermally insulated walls show less strength than classic brick walls.

Flush Mounting – Hollow Bricks

Suppose you intend to install your **2N® Helios IP Safety** unit into a wall made of hollow bricks. Note that the external side of the bricks gets damaged by cutting and the dowels cannot practically be fixed into the thin internal part of the bricks. Therefore, use the brick flush mounting box and follow the instructions included therein.



Flush Mounting – Plasterboard

Use the plasterboard flush mounting box and follow the instructions included therein.

Wall Mounting

Wall (surface) mounting is used where flush mounting is inapplicable (in concrete and steel structures, entry barrier columns, etc.). The frame is not used.



Caution

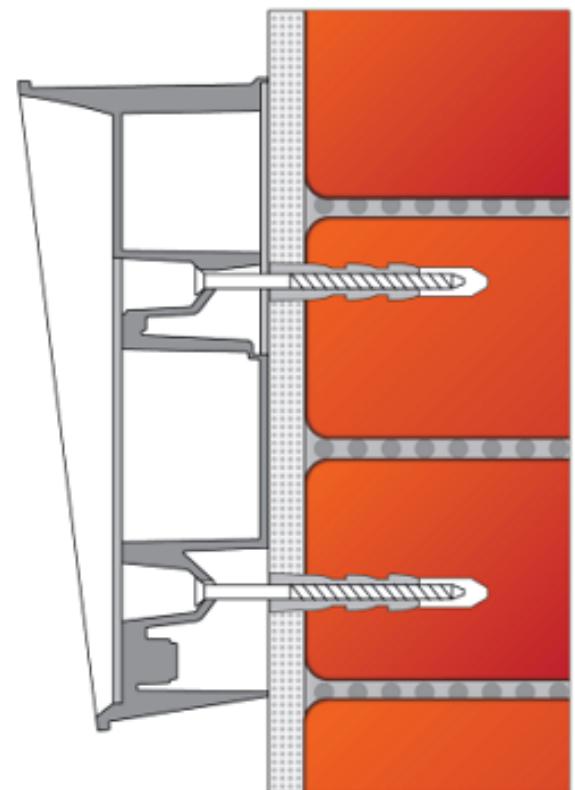
- Wall mounting may be a problem where vandals may destroy the unit (in public garages, e.g.). Therefore, use steel fixing elements instead of the dowels and screws included in the delivery.
- Be sure to insert plugs into unused bushing holes to avoid water leakage during facade cleaning, for example. Never leave the holes open for even a short time (one day delay between mounting and cable connection, e.g.).



Warning

- Eliminate the risk of accident! Wall mounting is not suitable for narrow passages or places where people's attention may be distracted. The manufacturer shall not be liable for injuries incurred as a result of unsafe mounting!

1. Select the **2N® Helios IP Safety** position with respect to the supply cables. Where the cables are installed inside a structure or wall, use the hole at the intercom bottom.
2. Drill holes of the depth of 70 mm for dowels in the wall as shown in the figure. Push or hammer the enclosed dowels into the drilled holes. Use some suitable building adhesive if the dowels are too loose. Use fixing elements of your own for steel structure surface mounting (metric screws + nuts, e.g.).
3. Remove the front panel from the intercom.
4. Select the holes for cable supply. Select and mount the bushings depending on the cables: 2-hole bushing or 1-hole bushing or both. Insert the blanks in the other holes.
5. Put the intercom on the wall/structure while introducing cables inside. Leave some of the cables inside the unit as a reserve. Insert the plugs in the unused bushings and tighten the bushing nuts carefully.
6. Do not complete mounting until you have finished electrical installation – refer to Mounting Completion. Where cables lead along the surface, use the bushings included in the delivery.



Use of Cable Bushings

The cable bushings included in the **2N® Helios IP Safety** delivery are designed for the following cables:

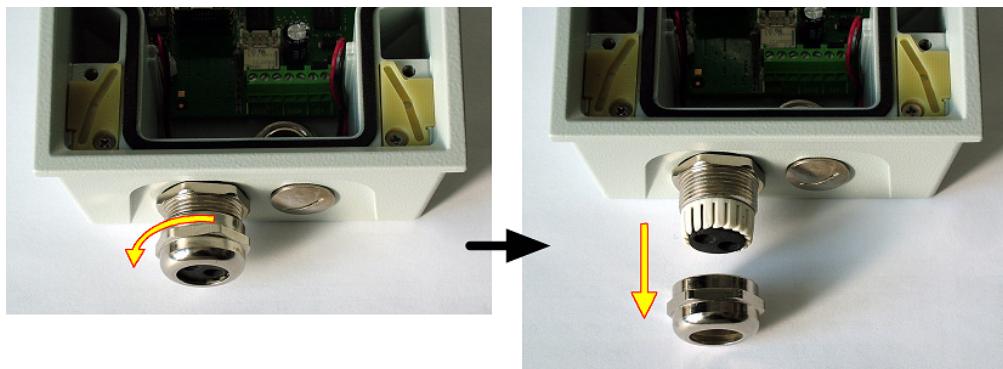
- Big bushing: for two cables of the diameter of 5–6 mm (UTP cable), or, upon insert replacement, for one thick cable/tube of the diameter of up to 14 mm.
- Small bushing: for one cable of the diameter of 5–8 mm.

 **Tip**

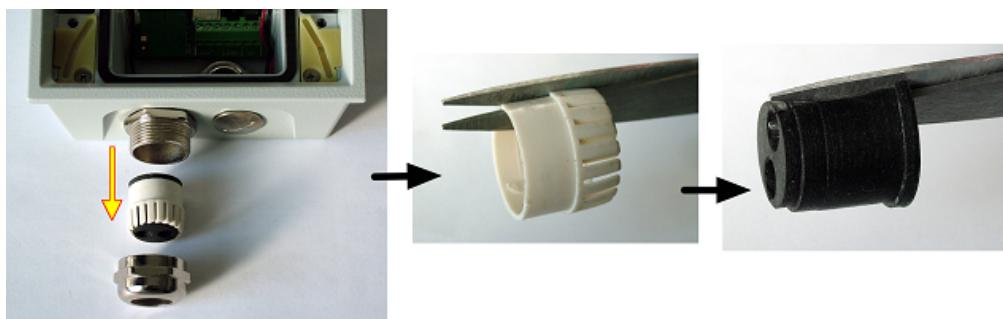
- Even a LAN cable including the RJ-45 connector can go through the big bushing. See below for instructions.

How to Pull a RJ-45 Terminated Cable through a Bushing

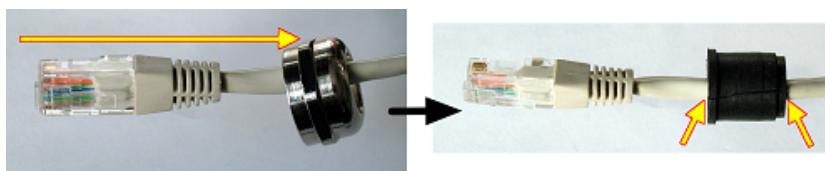
1. Unscrew the big bushing nut completely.



2. Remove the sealing including the cover from the bushing. Cut either of the components as shown in the figures.



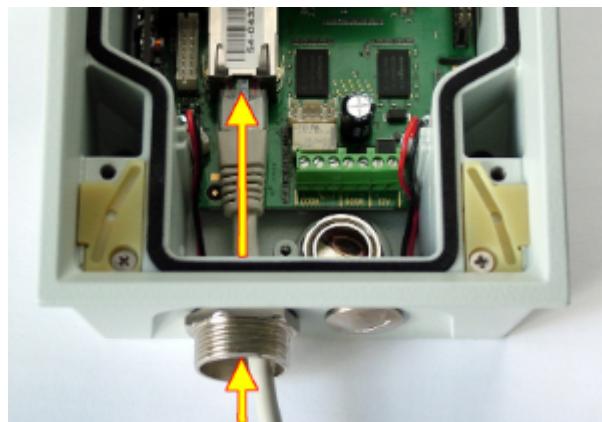
3. Put the bushing nut on the cable and insert the sealing.



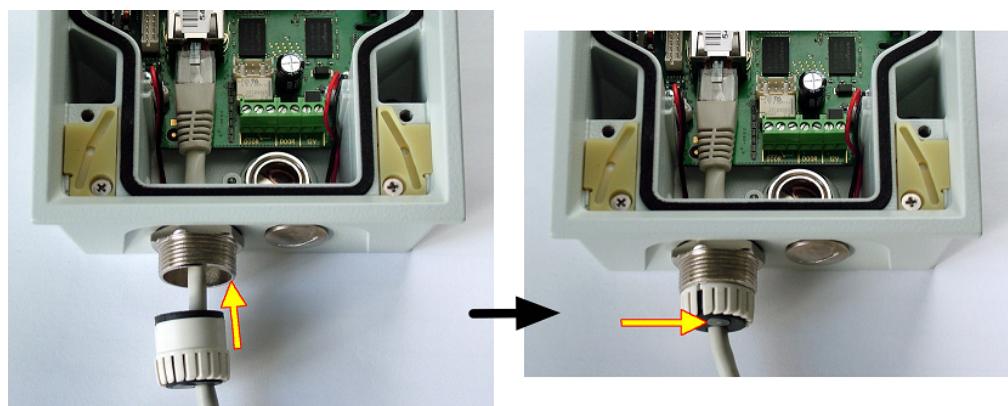
4. Replace the cover onto the sealing.



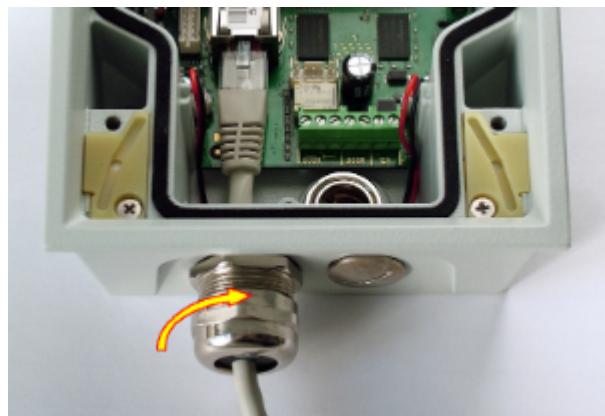
5. Pull the cable connector though the bushing body into the intercom and clip it into the motherboard connector.



6. Move the sealing including the cover along the cable as far as the bushing body, or add a plug if necessary.



7. Replace and tighten the nut.



2.3 Electric Installation

This subsection describes how to connect **2N® Helios IP Safety** into your Local Area Network (LAN) and how to connect supply voltage and the electric lock.

PCB Connectors

Picture shows the lay-out of connectors on the **2N® Helios IP Safety** printed circuit board (PCB). Cables, accessories and other system components are connected to connectors X1 through X22.

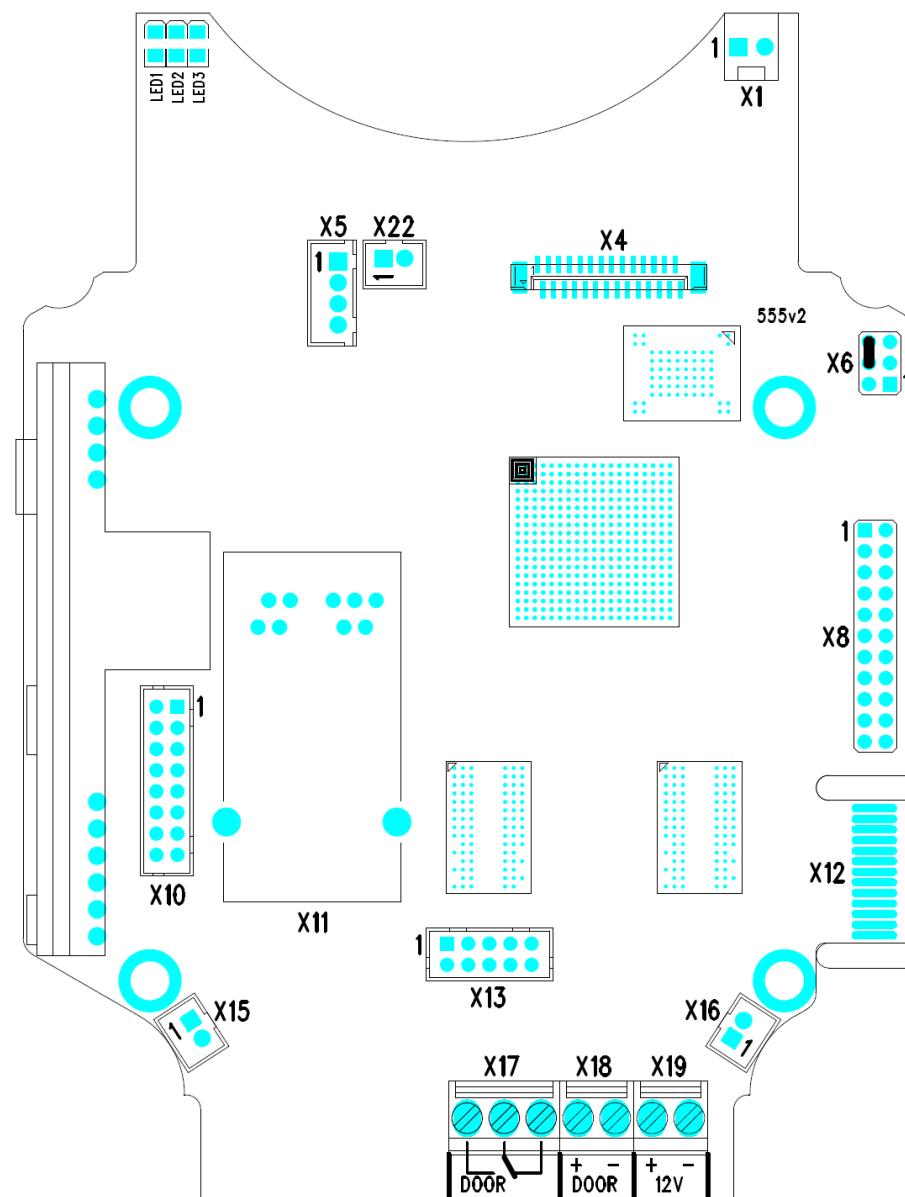


Figure: 2N® Helios IP Safety Connectors, PCB Version 555v2

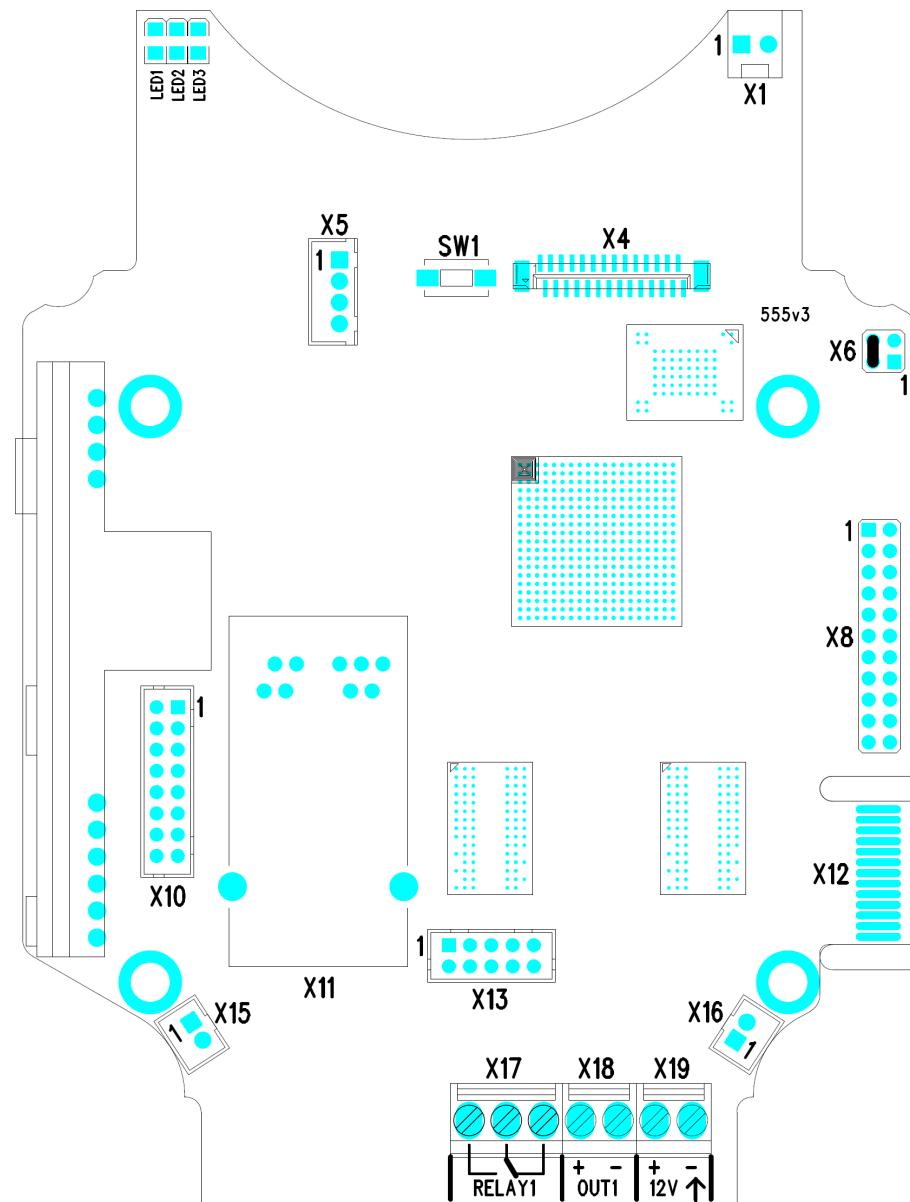


Figure: 2N® Helios IP Safety Connectors, PCB Version 555v3

Description of Connectors:

- **X1** – Loudspeaker
- **X4** – Camera module
- **X5** – Button 1
- **SW1** – Reset button (555v3 version only)
- **X6** – Configuration jumpers
- **X8** – Extending module (RFID card reader or additional switch)
- **X10** – Buttons 1 through 4
- **X11** – LAN
- **X12** – Servicing connector
- **X13** – Keypad module
- **X15** – Left-hand microphone
- **X16** – Right-hand microphone
- **X17** – Relay NO and NC contact
- **X18** – 12 V / 700 mA switched output

- **X19** – 12 V / 1 A DC power input
- **LED1/2** – System status indicators
- **LED3** – LAN connection activity indicator

LAN Connection

2N® Helios IP Safety is connected to the LAN via a RJ-45 terminated (connector X11) UTP/STP cable (of category Cat 5e or higher). The system is equipped with the Auto-MDIX function and so both the straight and crossed cable versions can be used.

External Power Supply Connection

2N® Helios IP Safety can be fed either from an external 12 V / 1 A DC power supply or from the LAN equipped with the PoE 802.3af supporting network elements.

External Power Supply

An external 12 V power supply is connected to terminal block X19. Use a 12 V ±15 % DC power source dimensioned to current intake of 1 A at least (Part No. 91341481E) to ensure a reliable function of your device.

PoE Supply

2N® Helios IP Safety is compatible with the PoE 802.3af (Class 0 – 12.95 W) technology and can be supplied directly from the LAN via compatible network elements. If your LAN is incompatible, insert the PoE injector, Part No. 91758100E, between **2N® Helios IP Safety** and the nearest network element.

Electric Lock Connection

2N® Helios IP Safety is equipped with an electrically isolated relay switch with NO and NC contacts (terminal block X17) and 12 V / 700 mA switched output (terminal block X18), to which a standard electric lock or another compatible electrical appliance can be connected.

Note

- Devices with PCB version 555v3 and higher provides independent control of 12 V switched output (terminal block X18) and relay switch (terminal block X17). Devices with PCB version 555v2 have both outputs switched simultaneously.

Factory Default Resetting (PCB version 555v3)

For resetting device to default settings press and hold SW1 button. Wait for the first sound signalization and then release the button. If you press the button for short time device will reboot only. SW1 button is available in devices with PCB version 555v3 and higher. For devices with PCB version 555v3 see procedure below.

Factory Default Resetting (PCB version 555v2)

1. Disconnect the device from the power supply.
2. Move the short-circuit jumper on connector X6 into the **Default setup** position. Configuration jumpers (X6) are located in the right-hand upper corner of the PCB.
3. Reconnect the power supply and wait for a start signalling sound.
4. Disconnect the device from the power supply.
5. Move the short-circuit jumper on connector X6 into the **Normal operation** position.
6. Reconnect the power supply. The device will be reset to factory default.

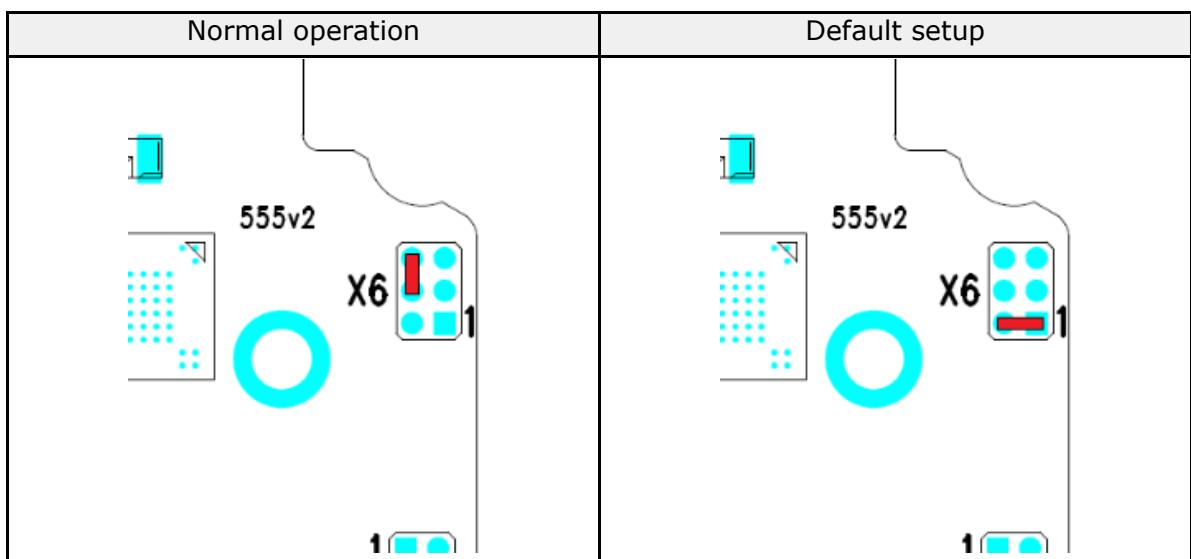


Figure: Configuration jumpers X6, PCB version 555v2

Mounting Completion

1. Having connected all the wires, make sure that the bushings, if used, are tightened properly and the RJ-45 connector is inserted in the PCB connector.
2. Replace the front cover carefully. Make sure that the connector is inserted correctly and the wires inside the device leave enough space for the board if you are installing a four-button board. Tighten the four screws thoroughly with the wrench enclosed (Torx 20) to make the panel fit tightly to the metal chassis.



Caution

- Properly installed intercom is waterproof. An incorrect mounting may compromise the intercom watertightness. Water leakage may damage the electronic part of the system.
- Stainless steel screws are used for the **2N® Helios IP Safety** assembly. Other screws than stainless steel ones corrode soon and may aesthetically deteriorate the surrounding environment!

2.4 Extending Module Connection

2N® Helios IP Safety allows to connect following extending modules:

- [Additional Switch](#)
- [Security Relay](#)

Additional Switch

The **Additional Switch** (Part No. 9151010) is used for extending the number of outputs. This extending module is intended for mounting into the **2N® Helios IP Safety** main unit and is compatible with the basic units with Part No. 915210xxxx.



Function:

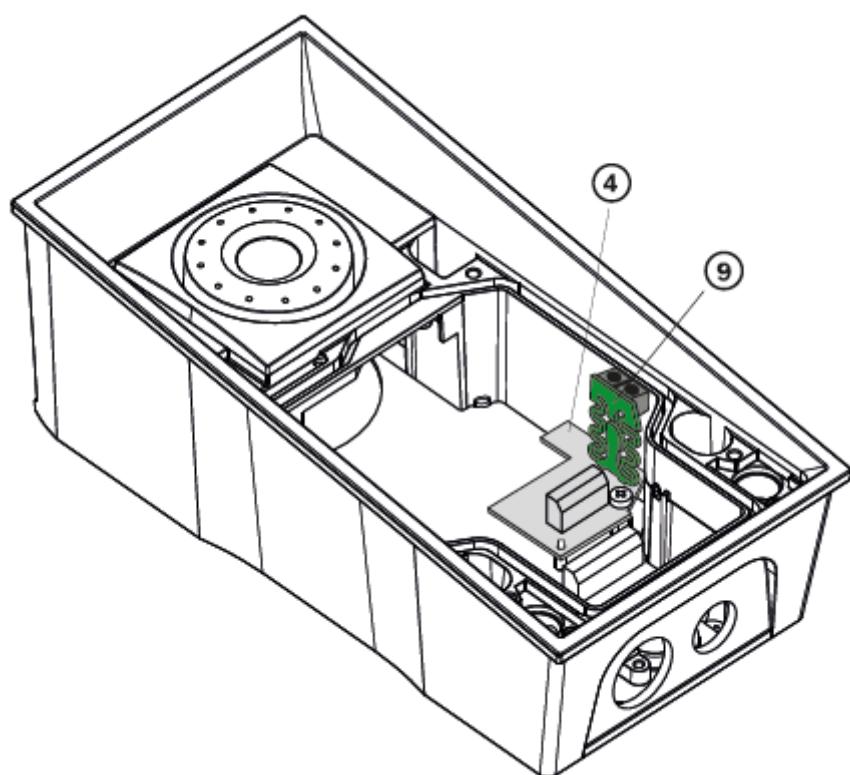
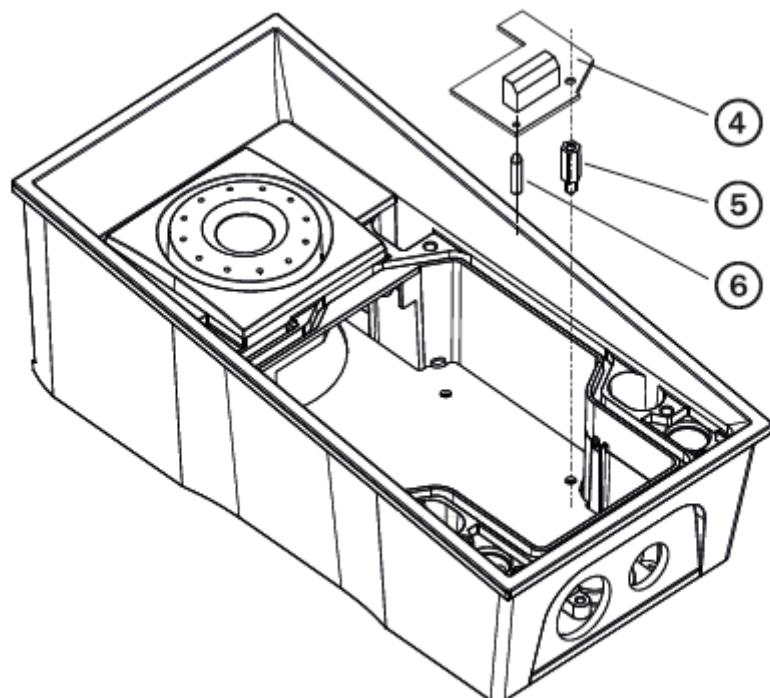
The **2N® Helios IP Safety** Additional Switch adds two additional switches and a tamper switch to the **2N® Helios IP Safety** basic unit. The purpose of the tamper switch is to signal any unauthorised opening of the intercom (to prevent a theft, e.g.). It is recommended to use the tamper switch.

Specifications:

- Passive switch: NO and NC contacts, up to 30 V / 1 A AC/DC
- Active switch output: 12 V / 700 mA DC
- Tamper switch: 24 V / 50 mA AC/DC

Module mounting:

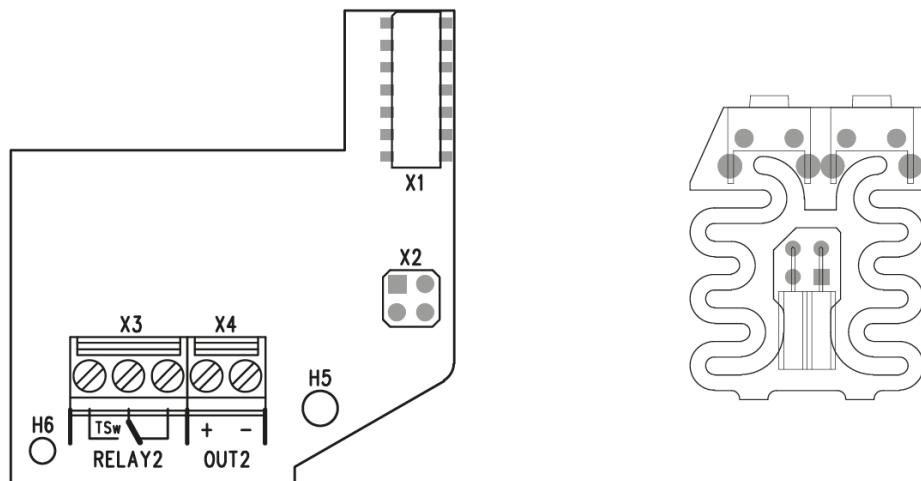
1. Switch off the intercom.
2. Remove the front panel from the intercom. Do not disconnect the button cable!
3. Screw the enclosed 12 mm spacer (5) into the right-hand bottom slot on the main board.
4. Mount the enclosed plastic support (6) onto the switch board bottom side.
5. Put the switch board (4) in the main board connector making sure that the screw hole is directly above the spacer.
6. If you want to use the tamper switch, insert the tamper board (9) in the connector located in the right-hand bottom part of the switch board (4). As the tamper switch shares the relay output (NO and NC) terminals, you cannot use the RELAY2 output with the tamper switch together.
7. Place front panel back and tighten all four screws.



Module settings:

Refer to the **2N® Helios IP Configuration Manual** for details.

Connection:



Security Relay

The **Security Relay** (Part No. 9159010) is used for enhancing security between the intercom and the connected electric lock. The **2N® Helios IP Security Relay** is designed for any **2N® Helios IP** intercom model with firmware versions 1.15 and higher. It significantly enhances security of the connected electric lock as it prevents lock opening by forced intercom tampering.



Function:

The **2N® Helios IP Security Relay** is a device installed between an intercom (outside the secured area) and the electric lock (inside the secured area). The **2N® Helios IP Security Relay** includes a relay that can only be activated if the valid opening code is received from the intercom.. Refer to the <https://faq.2n.cz/pages/viewpage.action?pageId=30776808> for details.

Specifications:

- Passive switch: NO and NC contacts, up to 30 V / 1 A AC/DC
- Active switch output: 12 V / 700 mA DC
- Dimensions: 56 x 31 x 24 mm
- Weight: 20 g

Installation:

Install the **2N® Helios IP Security Relay** onto a two-wire cable between the intercom and the electric lock inside the area to be secured (typically behind the door). The device is powered and controlled via this two-wire cable and so can be added to an existing installation. Thanks to its compact dimensions, the device can be installed into a standard mounting box.

Connection:

Connect the **2N® Helios IP Security Relay** to the intercom as follows:

- To the intercom active output (OUT1 or OUT2) , or
- To the intercom relay output with a 12 V DC serial external power supply.

Connect the electric lock to the **2N® Helios IP Security Relay** output as follows:

- To the active 12 V / 700 mA DC output, or
- To the relay output with a serial external power supply.

The device also supports a Departure button connected between the 'PB' and 'HeliosIP' terminals. Press the Departure button to activate the output for 5 seconds.

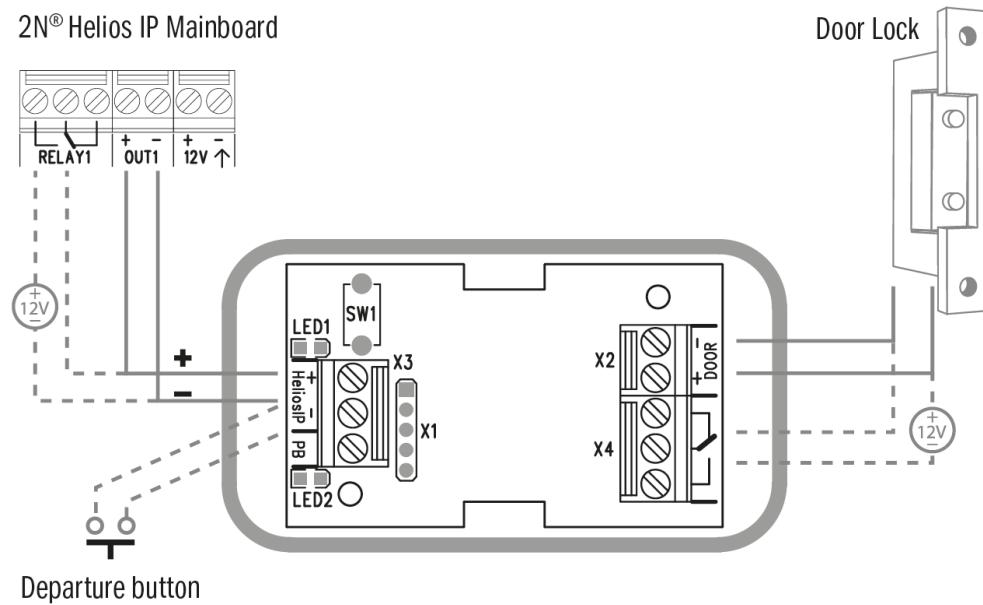
Status signalling:

Green LED	Red LED	Status
blinking	off	Operational mode
on	off	Activated output
blinking	blinking	Programming mode – waiting for initialisation
on	blinking	Error - wrong code received

Configuration:

- Connect the **2N® Helios IP Security Relay** to the properly set intercom switch output; refer to the **2N® Helios IP Configuration Manual**. Make sure that one LED at least on the **2N® Helios IP Security Relay** is on or blinking.
- Press and hold the **2N® Helios IP Security Relay** Reset button for 5 seconds to put the device in the programming mode (both the red and green LEDs are blinking).
- Activate the intercom switch using the keypad, telephone, etc. The first code sent from the intercom will be stored in the memory and considered valid. After code initialisation, the **2N® Helios IP Security Relay** will pass into the operational mode (the green LED is blinking).

Connection:



3. Function and Use

In this section we describe the basic and extending functions of the **2N® Helios IP Safety** product.

Here is what you can find in this section:

- [3.1 Configuration](#)
- [3.2 Maintenance](#)

3.1 Configuration

Use a PC equipped with any web browser to configure **2N® Helios IP Safety** :

- Launch your web browser (Internet Explorer, Firefox, etc.).
- Enter the IP address of your intercom (<http://192.168.1.100/>, e.g.).
- Log in using the **Admin** user name and **2n** password.

You have to know the IP address of your device to log in to the integrated web server. By default, **2N® Helios IP Safety** is switched into the dynamic IP address mode, i.e. it obtains the IP address automatically if a properly set DHCP server is available in your LAN. If no such DHCP server is available, you can operate **2N® Helios IP Safety** in the static IP address mode.

If your device remains inaccessible (you have forgotten the IP address, or the LAN configuration has changed, for example), change the LAN settings using the buttons on the device.

IP Address Retrieval

Take the following steps to retrieve the **2N® Helios IP Safety** IP address:

- Connect (or, if connected, disconnect and reconnect) **2N® Helios IP Safety** to the power supply.
- Wait for the second sound signal .
- Press the quick dial button 5 times.
- **2N® Helios IP Safety** will read its IP address.
- If the address is 0.0.0.0, it means that the intercom has not obtained the IP address from the DHCP server.



 **Note**

- Be sure to press the button sequence within thirty seconds after the sound signal for security reasons. Up to 2 s intervals are allowed between the presses.

Switching between Static and Dynamic IP Address

- Connect **2N® Helios IP Safety** to the power supply (or, disconnect and reconnect it if already connected).
- Wait for the first acoustic signal .
- Press the quick dial button 15 times.
- The acoustic signal  indicates mode switching.
- Wait until the device is restarted automatically.

**Caution**

- The 15 times 1 sequence must be entered within 30 seconds after the first sound signal for security reasons. The inter-digit delay may be 2 s at most.

The static IP address mode will be switched into the dynamic IP address mode and vice versa upon restart.

3.2 Maintenance

Cleaning

If used frequently, **2N® Helios IP Safety** gets dirty. To clean it, use a piece of soft cloth moistened with clean water. We recommend you to obey the following principles while cleaning:

- Never use aggressive detergents (such as abrasives or strong disinfectants).
- Use suitable cleaning agents for glass lens cleaning (cleaners for glasses, optic devices screens, etc.).
- Alcohol-based cleaners may be applied.
- Clean the device in dry weather in order to make waste water evaporate quickly.

Tip

- The **2N® Helios IP Safety** models of Part Nos. 9151101W and 9151101CW may be cleaned with WAP high pressure washers.

Future Tag Replacement, Programming Changes

For necessary steps refer to the preceding subsections. Keep the following for future changes:

- This manual
- Unused transparent foil strips for button tags



Caution

- Always use the product for the purpose it was designed and manufactured for, in compliance herewith.
- The manufacturer reserves the right to modify the product in order to improve its qualities.
- **2N® Helios IP Safety** contains no environmentally harmful components. When the product's service life is exhausted and you would like to dispose of it please do so in accordance with applicable legal regulations.

4. Technical Parameters

Signalling protocol

- SIP

Buttons

- **Button design:** Industrial waterproof, stainless steel, vandal resistant pushbutton, blue backlit
- **Count of buttons:** 1 (2 on request)
- **Numerical keypad:** (on request)

Audio

- **Microphone:** 2 integrated microphones
- **Amplifier:** 10 W (class D)
- **Loudspeaker:** 1 W (optionally 10 W)
- **Volume control:** Adjustable with automatic adaptive mode
- **Full duplex:** Yes (AEC)

Audio stream

- **Protocols:** RTP/RTSP
- **Codecs:** G.711, G.729

Interface

- **Power supply:** 12 V ±15 % / 2 A DC or PoE
- **PoE:** PoE 802.3af (Class 0 – 12.95 W)
- **LAN:** 10/100BASE-TX s Auto-MDIX, RJ-45
- **Recommended cabling:** Cat-5e or higher
- **Passive switch:** NO and NC contacts, up to 30 V / 1 A AC/DC
- **Active switch output:** 9 up to 13 V DC depending on power supply (PoE: 9 V; adaptor: power supply voltage minus 1 V), max 700 mA

Additional switch

- **Optional**
 - Includes also tamper switch
- **Passive switch:** NO and NC contacts, up to 30 V / 1 A AC/DC
- **Active switch output:** 9 up to 13 V DC depending on power supply (PoE: 9 V; adaptor: power supply voltage minus 1 V), max 700 mA

Mechanical properties

- **Cover:** Robust aluminium cast product
- **Colour:** RAL 2004 (orange)
- **Working temperature:** -40 °C to 55 °C
- **Working relative humidity:** 10 % – 95 % (non-condensing)
- **Storing temperature:** -40 °C to 70 °C
- **Dimensions**
 - 217 × 109 × 83 mm
 - 242 × 136 × 83 mm incl. frame
- **Weight:** netto max. 2 kg / brutto max. 2,5 kg
- **Covering level:** IP65 , IP69K (91521xxxW)

5. Supplementary Information

Here is what you can find in this section:

- [5.1 Troubleshooting](#)
- [5.2 Directives, Laws and Regulations](#)
- [5.3 General Instructions and Cautions](#)

5.1 Troubleshooting



For the most frequently asked questions refer to faq.2n.cz.

5.2 Directives, Laws and Regulations

Europe

2N® Helios IP Safety conforms to the following directives and regulations:

Directive 1999/5/EC of the European Parliament and of the Council, of 9 March 1999 – on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity

Directive 2006/95/EC of the European Parliament and of the Council of 12 December 2006 on the harmonisation of the laws of Member States relating to electrical equipment designed for use within certain voltage limits

Directive 2004/108/EC of the Council of 15 December 2004 on the harmonisation of the laws of Member States relating to electromagnetic compatibility

Commission Regulation (EC) No. 1275/2008, of 17 December 2008, implementing Directive 2005/32/EC of the European Parliament and of the Council with regard to ecodesign requirements for standby and off mode electric power consumption of electrical and electronic household and office equipment

Directive 2011/65/EU of the European Parliament and of the Council of 8 June 2011 on the restriction of the use of certain hazardous substances in electrical and electronic equipment

Regulation (EC) No. 1907/2006 of the European Parliament and of the Council of 18 December 2006 concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH), establishing a European Chemicals Agency, amending Directive 1999/45/EC and repealing Council Regulation (EEC) No. 793/93 and Commission Regulation (EC) No. 1488/94 as well as Council Directive 76/769/EEC and Commission Directives 91/155/EEC, 93/67/EEC, 93/105/EC and 2000/21/EC

Directive 2002/96/EC of the European Parliament and of the Council of 27 January 2003 on waste electrical and electronic equipment.

Industry Canada

This Class B digital apparatus complies with Canadian ICES-003. / Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

FCC

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

5.3 General Instructions and Cautions

Please read this User Manual carefully before using the product. Follow all instructions and recommendations included herein.

Any use of the product that is in contradiction with the instructions provided herein may result in malfunction, damage or destruction of the product.

The manufacturer shall not be liable and responsible for any damage incurred as a result of a use of the product other than that included herein, namely undue application and disobedience of the recommendations and warnings in contradiction herewith.

Any use or connection of the product other than those included herein shall be considered undue and the manufacturer shall not be liable for any consequences arisen as a result of such misconduct.

Moreover, the manufacturer shall not be liable for any damage or destruction of the product incurred as a result of misplacement, incompetent installation and/or undue operation and use of the product in contradiction herewith.

The manufacturer assumes no responsibility for any malfunction, damage or destruction of the product caused by incompetent replacement of parts or due to the use of reproduction parts or components.

The manufacturer shall not be liable and responsible for any loss or damage incurred as a result of a natural disaster or any other unfavourable natural condition.

The manufacturer shall not be held liable for any damage of the product arising during the shipping thereof.

The manufacturer shall not make any warrant with regard to data loss or damage.

The manufacturer shall not be liable and responsible for any direct or indirect damage incurred as a result of a use of the product in contradiction herewith or a failure of the product due to a use in contradiction herewith.

All applicable legal regulations concerning the product installation and use as well as provisions of technical standards on electric installations have to be obeyed. The manufacturer shall not be liable and responsible for damage or destruction of the product or damage incurred by the consumer in case the product is used and handled contrary to the said regulations and provisions.

The consumer shall, at its own expense, obtain software protection of the product. The manufacturer shall not be held liable and responsible for any damage incurred as a result of the use of deficient or substandard security software.

The consumer shall, without delay, change the access password for the product after installation. The manufacturer shall not be held liable or responsible for any damage incurred by the consumer in connection with the use of the original password.

The manufacturer also assumes no responsibility for additional costs incurred by the consumer as a result of making calls using a line with an increased tariff.

Electric Waste and Used Battery Pack Handling



Do not place used electric devices and battery packs into municipal waste containers. An undue disposal thereof might impair the environment!

Deliver your expired electric appliances and battery packs removed from them to dedicated dumpsites or containers or give them back to the dealer or manufacturer for environmental-friendly disposal. The dealer or manufacturer shall take the product back free of charge and without requiring another purchase. Make sure that the devices to be disposed of are complete.

Do not throw battery packs into fire. Battery packs may not be taken into parts or short-circuited either.

**2N TELEKOMUNIKACE a.s.**

Modřanská 621, 143 01 Prague 4, Czech Republic
Phone: +420 261 301 500, Fax: +420 261 301 599
E-mail: sales@2n.cz
Web: www.2n.cz

EN1788_v2.0.1